47   Survey

47.1   Survey Overview

The Survey function was created for the DIRAMS Version 5 release to capture survey information that was formerly stored in local databases at each District. The input of the actual survey is restricted to District users only; however, both the **Status** and the **Follow-up Comments** fields can be input by CAO users or process owners. The surveys are structured around the "Rights," and the personnel conducting the surveys utilize detailed drill-down questions to elicit valuable customer feedback.

The Survey screen allows District users to conduct surveys and CAO users and process owners to track results and follow up actions. This survey information, which can be viewed by all users, includes who conducted the survey, who responded to the survey, when the survey was conducted, a general evaluation of the survey results, the specific comments from the customer surveyed and the follow-up action taken by the process owner or CAO.

Figure 47-1 Survey Screen

47.1.1   To Add or Create a New Record – District Only

Insert Icon

1. To add (insert) a new record, click the **Insert** icon on the tool bar or select **File: New** from the menu bar. The system prepares the screen for you to enter the requested information.

2. Enter the requested information, then save your work.

47.1.2   To Add Multiple New Records

Cancel Icon

If you have to enter multiple new records, enter one record. Then save the current record by clicking the **Save** icon on the tool bar or selecting **File: Save** from the menu bar. Then to clear the screens for your next new record, either click the **Cancel** icon or select **File: Cancel**.

or

Click on the **Insert** icon on the tool bar or select **File: New** from the menu bar. A message box appears informing you that unsaved changes exist, and asking you if you want to save them. Click **Yes** to save. If you click **Yes**, a message informs you of a successful save. Click **OK** to close this message. The system prepares the screen for another entry. (Or click **No** on the unsaved changes message box if you do not want to save. Or click **Cancel** to return to the current record instead of inserting a new one.)

47.1.3   To View or Edit Existing Record

Search Icon

1. Click the **Search** icon on the tool bar or select **File: Open** from the menu bar. When you do, a Search window (Figure 47-2) appears.

SEARCH   For Official Use Only

Search By:

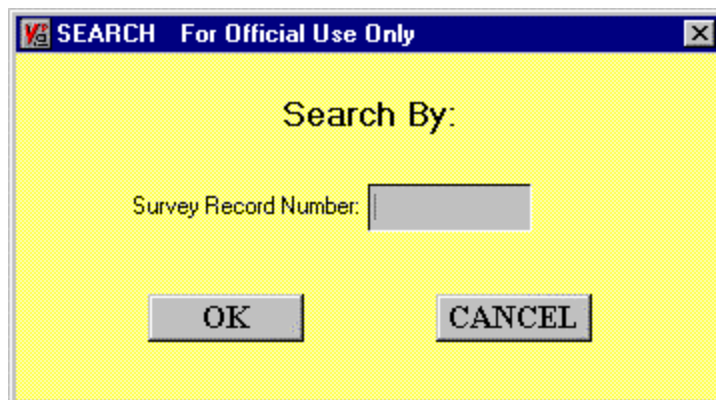Survey Record Number: [   ]

OK   CANCEL

Figure 47-2 Survey Search Pop-Up Window

2. Enter the **Record Number** (up to 11 alphanumeric characters) for the record you want to display. District will supply the CAO, Liaison or Process Owner with the **Number** of the record that requires follow-up action. COGNOS can also be used to search the database for **Survey Record Numbers** pertaining to a specific topic, subject, or Command.

3. Click **OK**. The application searches for matching records. Information associated with the record you selected is displayed on the Survey screen.

or

Click **Cancel** to close the Search window.

Note: If no record is found matching the information you entered, a pop-up window appears (Figure 47-3). Click **OK** to close the window. You can then choose to search for a record again, add a record, go to another Metrics function or exit the Metrics application.
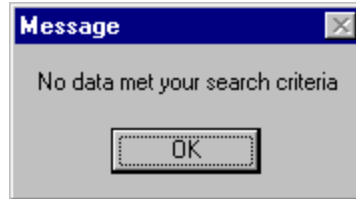

Figure 47-3 No Data Found Pop-Up Message

47.2   Survey Screen 1 of 1

When Survey screen 1 of 1 (Figure 47-4) opens, you can either insert a new record (Section 47.1.1) or search for an existing one to open (Section 47.1.3). Information in the **Follow-up Comments** (47.2.1.24) box at the bottom of the screen and the **Status** field (47.2.1.14) with **Open** and **Closed** radio buttons can be entered by CAO personnel or process owner. Only District personnel can enter all other information on this screen. The delete procedure is explained in Chapter 6. This screen provides the DIRAMS Version 5 standard Save As functionality as explained in Section 10.2.2.

Note: Currently, you cannot enter certain special characters (e.g., apostrophes and semicolons) into some data boxes.

Figure 47-4 Survey Screen 1 Fields
Note: Numbers in data boxes indicate corresponding section numbers.

47.2.1   Fields for Survey Screen 1 of 1

47.2.1.1   Record Number

This protected box is automatically populated with a unique survey identifier.

47.2.1.2   Program

Enter the name (up to 60 alphanumeric characters) associated with the survey. This is a required field.

47.2.1.3   Date of Survey

Enter the date (MMDDYY, MM/DD/YY or DD-MON-YYYY format) on which the survey was conducted. The date must be the same as or earlier than the current date (Date of Survey $\leq$ System Date). This is a required field.

47.2.1.4   Respondent Position

Select (click on or highlight) the title of the person responding to the survey from this list (e.g., **Program Manager**, **Deputy Program Manager**, **Procurement Contracting Officer**, **Item Manager, Cost Analyst, Engineer, Buyer, QAR, Contract Specialist, Logistician** and **Other**). This is a required field.

Note: This list is maintained by the Districts.

47.2.1.5   Special Process

Sometimes surveys are designed to target specific areas of special interest. Select the process (e.g., Earned Value, Early CAS, Program Integration, etc.) from this drop-down list that has been identified by HQ for special attention or in-depth customer surveys. If there is no special process, select **NONE**.

Note: This list is maintained by the Districts and is used to eliminate problems ("lost" data) that result from alternate spellings or letter case.

47.2.1.6   Rank

Enter the rank (up to 15 alphanumeric characters) of the person being surveyed. Examples include MS, MR, LCDR, CAPT, COL, etc.

47.2.1.7   Name of Respondent

Enter the name (up to 30 alphanumeric characters) of the person responding to the survey. This is a required field.

47.2.1.8   Phone

Enter the telephone number (10-26 digits) of the person responding to the survey. If you enter exactly 10 digits, it is automatically formatted as xxx-xxx-xxxx. If you enter 11-26 digits, it appears as you type it (no automatic formatting). "UNKNOWN" is also a valid entry in this box. This is a required field.

Note: You can obtain the phone numbers for associated positions and programs from DIRAMS's Program Integration function using COGNOS.

47.2.1.9 DSN

Enter the Defense Switched Network (DSN) number (7 or 10-15 digits) of the Respondent. If you enter seven (7) digits, the number is automatically formatted as xxx-xxxx. If you enter ten (10) digits, the number is automatically formatted as xxx-xxx-xxxx. If you enter 11-15 digits, the number appears exactly as you type it.

47.2.1.10 Buying Activity DoDAAC

Enter the DoDAAC (6 alphanumeric characters) of the Buying Activity associated with this survey. The DoDAAC is validated against SDW. If the DoDAAC is valid, then the **Buying Activity Name** (47.2.1.11) is automatically populated based on the DoDAAC.

Notes: In cases where the DoDAAC is not recognized as valid (e.g., NASA, FedCAS, and other customers), you can still enter it; however, the **Buying Activity Name** will not be populated.

You can obtain the DoDAAC from DIRAMS's Program Integration function using COGNOS.

47.2.1.11 Buying Activity Name

This protected box is automatically populated with the Buying Activity associated with the **Buying Activity DoDAAC** (47.2.1.10) if the DoDAAC is valid; otherwise, it is blank.

47.2.1.12 Service

Indicate the Service associated with this survey by selecting the circle in front of one of the following: **Army**, **Air Force**, **DLA**, **Marines**, **NASA**, **Navy** or **Other Service**. This is a required field.

47.2.1.13 Type of Program

Indicate the type of program by selecting the circle in front of **ACAT**, **Commodity** or **Other**. This is a required field.

47.2.1.14 Status

This field is for tracking follow-up action. If a survey has no actionable items, the District will select **Closed**. If the survey requires follow-up action, the District will select **Open** and pass the record number to the Organization required to perform follow-up (CAO, process owner, customer liaison). The Organization performing follow-up, will insert what action was taken in the **Follow-up Comments** section (47.2.1.24) and select **Closed**.

47.2.1.15 Right Item

Enter the customer's rating of our ability to provide the Right Item on a score of 1-6 on the Likert scale with 6=Very Satisfied, 5=Satisfied, 4=Somewhat Satisfied, 3=Somewhat Dissatisfied, 2=Dissatisfied, 1=Very Dissatisfied.

47.2.1.16 Right Time

Enter the customer's rating of our ability to provide services at the Right Time on a score of 1-6 on the Likert scale with 6=Very Satisfied, 5=Satisfied, 4=Somewhat Satisfied, 3=Somewhat Dissatisfied, 2=Dissatisfied, 1=Very Dissatisfied.

47.2.1.17 Right Price

Enter the customer's rating of our ability to provide the Right Pricing support on a score of 1-6 on the Likert scale with 6=Very Satisfied, 5=Satisfied, 4=Somewhat Satisfied, 3=Somewhat Dissatisfied, 2=Dissatisfied, 1=Very Dissatisfied.

47.2.1.18 Right Advice

Enter the customer's rating of our ability to provide the Right Advice on a score of 1-6 on the Likert scale with 6=Very Satisfied, 5=Satisfied, 4=Somewhat Satisfied, 3=Somewhat Dissatisfied, 2=Dissatisfied, 1=Very Dissatisfied.

47.2.1.19 Overall Support

Enter the customer's rating of our ability to provide Overall Support on a score of 1-6 on the Likert scale with 6=Very Satisfied, 5=Satisfied, 4=Somewhat Satisfied, 3=Somewhat Dissatisfied, 2=Dissatisfied, 1=Very Dissatisfied.

47.2.1.20 Surveyor

Enter the name (up to 40 alphanumeric characters) of the person who conducted this survey.

47.2.1.21 Other1

Enter any other information (up to 6 alphanumeric characters) such as an additional DoDAAC or any other information desired by the Command. This field is not validated.

47.2.1.22 Other2

Enter any other information (up to 20 alphanumeric characters) desired by the Command.

Note: At this time, the District will use this box to enter the two-letter CAO Code for any Command specifically mentioned during the survey.

47.2.1.23 Survey Comments

Type in any other information (up to 500 alphanumeric characters) concerning the survey.

Notes: Although all users can place the cursor in this **Comments** box, only District personnel can enter and edit information in it.

If you enter more than the allowed number of characters, a message pops up when you **Tab** out of the text box. You must then edit the text so that it contains no more than the maximum allowed number of characters before you can save the record.

47.2.1.24 Follow-up Comments

Type in any information (up to 500 alphanumeric characters) concerning what follow-up actions have been taken. The person providing the follow-up should also include their name, title, organization and phone number.

Notes: Only CAO personnel can enter and edit information in this text box.

If you enter more than the allowed number of characters, a message pops up when you **Tab** out of the text box. You must then edit the text so that it contains no more than the maximum allowed number of characters before you can save the record.